

PASSPORT To Health

Provider Newsletter

Keeping Providers Informed

Volume 1, Issue 1, Winter 2004

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Key Contacts

PASSPORT To Health Provider Relations:

(800) 624-3958 In State
(406) 442-1837

Mail documentation to:
Provider Relations
PO Box 4936
Helena, MT 59604

PASSPORT To Health & Medicaid Help Line for Clients:

(800) 362-8312

Provider Information Website:

<http://www.mtmedicaid.org>

Nurse First Advice Line and Disease Management Services:

(800) 330-7847

ACS Now Rendering PASSPORT Provider Relations Services

As of October 1, 2003 ACS Provider Relations began taking PASSPORT provider phone calls. The old PASSPORT Provider Hotline (1-800-480-6823) was disconnected as of January 31, 2004. Please use the ACS Provider Relations phone lines from now on (1-800-624-3958 in state and 406-442-1837 in Helena and out-of-state).

PASSPORT providers may call ACS Provider Relations for assistance with the following:

- Checking eligibility for clients in your caseload or other clients who visit your office
- Working through issues with claims, whether paid or denied
- PASSPORT inquiries such as:
 - Changing your PASSPORT number
 - Changing ownership or demographic information
 - Adding a new provider to a current group PASSPORT number
 - Creating new PASSPORT numbers for providers who join your office
 - Increasing or decreasing your overall caseload

Functions that will continue to be handled through the MAXIMUS PASSPORT To Health & Medicaid Help Line for Clients (see *Key Contacts*) include:

- Removing or adding specific clients to your caseload
- Questions about monthly caseload report
- Questions about client eligibility and services they may be eligible for ■

Getting Resources From the Provider Information Website

The Provider Information website is the best resource providers have for getting information about Medicaid programs. The website has a page for each provider type that includes documentation on almost everything providers need to know about their Medicaid program. Other pages are dedicated specifically to Medicaid news, newsletters, frequently asked questions, HIPAA, events (including provider training), and PASSPORT. Provider notices are posted to the website immediately, so providers don't have to wait to receive information on important program changes in the mail. The site is updated almost daily, so visit it often:
www.mtmedicaid.org ■

PASSPORT
To Health

Nurse First Program Launched

Montana Medicaid launched a new Care Management Program for Medicaid clients January 1, 2004. This comprehensive program provides demand management services to approximately 65,000 clients. The program consists of four main components:

- Nurse First Advice Line
- Nurse First Disease Management Program
- Patient Profiling
- Team Care Program

The Department has contracted with McKesson Health Solutions, LLC, a leading provider of demand management services, to deliver the Nurse First programs. All clients with Medicaid as their primary payee are eligible for the programs.

Nurse First Advice Line

The voluntary Nurse First Service is a toll free nurse advice line staffed by licensed and registered nurses 24 hours a day, seven days a week. Medicaid clients are encouraged to call the nurse line any time they are sick, hurt, or have a health concern. The nurses use clinically based algorithms to triage the callers symptoms and then direct them to seek the appropriate level of services at the appropriate time. The nurses do not diagnose or provide treatment. While client participation is voluntary, it is strongly encouraged.

Nurse First Disease Management Program

Disease management services are available to approximately 5,500 Medicaid clients with the following conditions:

- Asthma
- Diabetes
- Heart failure
- Cancer
- Chronic pain

Under this program, clients receive education and counseling from specially trained registered nurses through face-to-face and telephonic interaction. These services are designed to promote healthier living behaviors and adherence to providers' treatment plans. These services are voluntary, and clients may opt out or disenroll from the disease management program at any time.

Patient Profiling

As a PASSPORT provider, you may receive patient profiles through the patient profiling program. Claims data will be analyzed and client utilization patterns identified. The analysis will be forwarded to the client's primary care provider, giving you another tool to help manage your clients' care.

Team Care Program

The Team Care program is designed to promote strict adherence to the proper use of Medicaid services by managing the care of clients who have displayed a pattern of overutilizing Medicaid services. Team care clients, expected to be approximately 300 clients, will be required to enroll in PASSPORT, select a single pharmacy, and call the Nurse First line prior to accessing health care, except in emergent care cases. Team Care is mandatory for the identified clients and will be launched June 2, 2004. McKesson and DPHHS will be communicating with providers to provide additional information, answer ques-

tions and facilitate provider referrals to these services. Questions about the program can be directed to Tedd Weldon at DPHHS at (406) 444-1518. ■

Meet the PASSPORT To Health Program's New Team

Crystal Nachtsheim, PASSPORT Analyst



Crystal Nachtsheim joined the ACS team on November 24, 2003, as the new PASSPORT To Health provider analyst. She came to ACS from the Mountain-Pacific Quality Health Foundation where she worked as a quality assurance technician, beneficiary outreach specialist, and a Medicare case review specialist. Prior to that, she was employed at the Montana Central Tumor Registry (MCTR) as a quality assurance technician.

Protecting Your PASSPORT Number

When another provider contacts you to request authorization for services, and the authorization is granted, please verify that the PASSPORT number being given out is the correct number for the date of service the client is being seen. Providers often automatically give out their current PASSPORT number when this may not be the appropriate authorization number for that date. This assumption causes several things to happen. Specialists and other Medicaid providers receive denials on their claims because the PASSPORT number is invalid, which in turn may cause several calls to your office to obtain the correct PASSPORT number. An unintended side effect of this practice is that providers will now have your current PASSPORT number, and may use this number fraudulently. Please guard your PASSPORT number, issue it to providers when appropriate, and verify you are issuing the correct PASSPORT number for the date of service.

Crystal is a 1996 Carroll College graduate with a degree in Health Information Management. She is credentialed as a Registered Health Information Management Administrator (RHIA) and was a Certified Tumor Registrar (CTR) from 1996 - 1999.

As the new PASSPORT To Health provider analyst, Crystal will be responsible for recruiting, enrolling, and disenrolling Montana Medicaid providers into the PASSPORT To Health Program. She is also responsible for analyzing provider trends regarding enrollment, disenrollment, denied claims, and client access issues. Her ultimate goal is to ensure that all PASSPORT To Health clients are enrolled into the program in a manner that is efficient and effective for the both client and the provider.

Crystal looks forward to the challenges and responsibilities as the new PASSPORT To Health provider analyst and looks forward to working with all Montana Medicaid Providers and their staff.

**Niki Scoffield,
PASSPORT Program Officer**



Niki Scoffield accepted the position as the new PASSPORT To Health Program Officer on January 5, 2004. She is new to the Child and Adult Health Resources Division, but not new to the Department. She previously worked in the Quality Assurance Division as a compliance

specialist and has also worked with Disability Determination Services.

Niki graduated from Montana State University in 1997 with a Bachelor of Science degree in Finance and a minor in Economics. **(GO BOB-CATS!)**

As the new PASSPORT To Health Program Officer, Niki will be responsible for the development and successful operation of Medicaid's managed care program – PASSPORT To Health, maintaining and expanding the provider network, and ensuring the continued success of the PASSPORT Program, which saves Montana Medicaid over \$20 million per year. She is responsible for evaluating alternatives and options to determine the need for change in coverage or policy, considering the immediate and long term impact on Medicaid, the federal government, clients, providers, and the general public. Her goal is to build an effective working relationship with PASSPORT providers, and clients. This includes providing information to providers regarding benefits, policy

issues and reimbursement for Medicaid services.

Niki will continue to develop policies which establish a "Medical Home" to ensure continuity of care between the Primary Care Physician and the PASSPORT client. Niki looks forward to communicating ideas with providers, clients, and other state agencies in following with the PASSPORT Program Mission Statement:

Managing the delivery of health care to Montana Medicaid clients in order to improve or maintain access and quality while minimizing the use of health care resources.

**New PASSPORT To Health
Provider Contracts**

As a result of the amendment to the Federal Balanced Budget Act (BBA) Managed Care Rule, 42 CFR Part 400, the Montana Medicaid program was required to update the *PASSPORT To Health Provider Agreement*.

Frequently Asked Questions

- Q Can I, the provider, transfer my PASSPORT client to another Provider?
A Providers can refer the client to another physician, but they cannot choose who that client will see as their primary care physician (PCP). Providers who feel that they can no longer be a client's PCP can disenroll the client, which includes notifying the client and calling the PASSPORT To Health & Medicaid Help Line for Clients (located under the *Key Contacts* in this newsletter). At that point, the client will choose a new PCP.
- Q I'm moving my practice to a new location across town and would like for all my PASSPORT clients to follow me, is this possible?
A Yes, it is possible, but ultimately the decision belongs to the client. For example, if a client's PCP is a group provider and only one physician leaves the group/clinic, then the client remains with the group/clinic. If a solo provider moves across town, the clients will remain with the provider, but the provider must notify his or her clients 30 days in advance so the client has the option to select another PCP if he or she so desires.
- Q Do I need to terminate my PASSPORT number just because I'm moving across town?
A No. The only reason a provider would need to change his or her PASSPORT number is if they had a change in their tax ID number. Providers can continue to use their existing number, but they need to inform Provider Relations of their move (see *Key Contacts*). This can be done with a simple letter that should include the provider's new address, current Medicaid number, and current PASSPORT number. Providers must also notify their clients 30 days in advance of a move.

In January 2004, all primary care physicians, who are enrolled in the PASSPORT To Health program, received a copy of the new *PASSPORT To Health Provider Handbook* and the updated *PASSPORT To Health Provider Agreement*. Each provider agreement was individualized with provider specific information such as provider name, address, phone numbers, current caseload, and gender and age restrictions. If this information has changed or is incorrect, then the provider or his or her designated representative needs to make the necessary amendments.

All providers must complete and mail the provider agreement to the PASSPORT To Health Program by March 1, 2004. The address is located at the front of this newsletter.

The changes to the Federal Balance Budget Act, Manage Care Rule, should have a minimal effect, if any, on Montana Medicaid providers because the new requirements are already practiced in Montana. To

view the final rule, visit the Centers for Medicare and Medicaid Services (CMS) web page at www.cms.hhs.gov/medicaid/managedcare/cms2104f.asp.

As a final note, a "thank you" needs to go out to all Montana Primary Care Providers for continuing to provide quality medical services to over 70,000 PASSPORT clients each year. Without your dedication and care, Medicaid clients would not have access to the excellent health care they receive. ■

When and How to Terminate a Provider PASSPORT Number

PASSPORT provider numbers must be terminated when the provider has a **change in his or her tax ID number**. If the provider wishes to continue in the PASSPORT To Health Program, then a new PASSPORT number will be issued.

To terminate and/or gain a new PASSPORT number, the provider must notify Provider Relations (see *Key Contacts*) in writing, 30 days before the termination needs to take affect. A simple letter with the following information will suffice as notification:

- Provider name
- Current Montana Medicaid ID number
- Current PASSPORT number
- Simple statement indicating the reason for terminating the number and or the need to issue a new number
- Authorized signature
- Date

Providers who are terminating their number because they are moving or leaving the PASSPORT program, must give their clients at least a 30-day notice and must continue to either treat their PASSPORT clients or refer them to another provider during this period. ■